

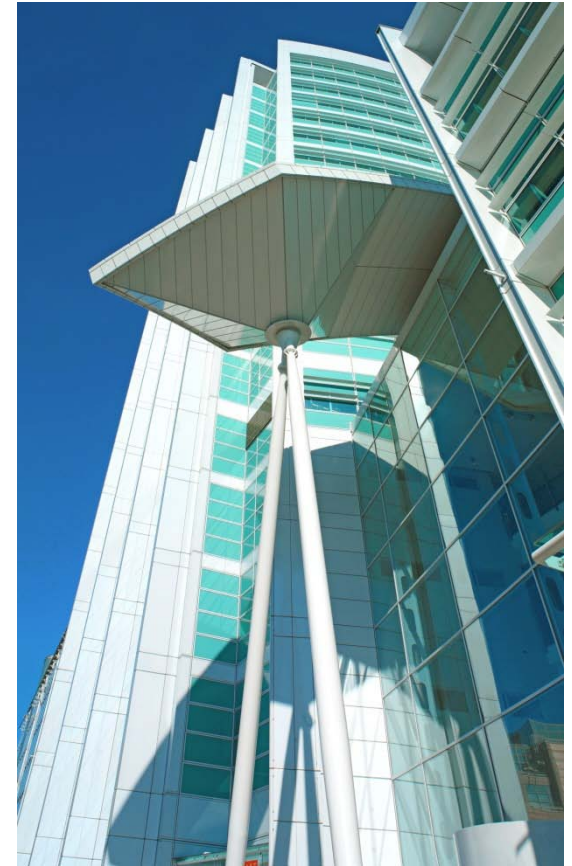
World Class Facilities Management



LONDON
LEADING TO A GREEN LONDON

GREEN500

- **What is World Class?**
- **Who is World Class?**
- **What does World Class mean to FM?**
- **How do we get there?**
- **How do we know when we are there?**
- **What difference will it make to Buildings, services and Outcomes?**
- **What will it feel like for Patients?**



- **Component Jigsaw**
- **Many Views**
- **Common Elements**
- **Glue - Culture**
- **Glue - Place**
- **Glue - People**
- **Glue - Process**



World Class Components



University College London Hospitals 
 NHS Foundation Trust

- Industry Global Brands
- Academic Institutions
- Healthcare Establishments



- International Reputation & Tradition of Innovation.
- Six Hospitals .
- £632M Turnover
- Contracts with 150 PCTs
- 6000 staff
- 500,00 Outpatients & 100,000 Inpatients per annum
- UCLP – Europe’s Largest Academic Health Science Partnership (1.5M patients PA)

University College London Hospitals 
 NHS Foundation Trust



University College 
 London Hospitals
 NHS Foundation Trust

Great Ormond Street 
 Hospital for Children
 NHS Trust

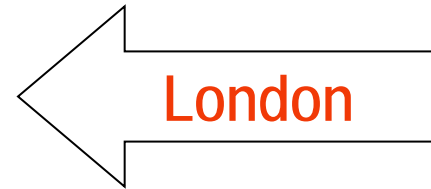


Moorfields Eye Hospital 
 NHS Foundation Trust

Royal Free Hampstead 
 NHS Trust

- ✓ World Class Health Care Delivery System
- ✓ World Class Clinical Research
- ✓ World Class Clinical Education

- **UCL Partners**
- **Imperial College**
- **King's Health Partners**
- Cambridge University Health Partners
- Manchester AHSC



UCL, UCLH and partners:

- #1 in Clinical Medicine outside of North America
- Neuroscience top in Europe & second in the World
- Immunology second in Europe

UCL:

#4 in World University
Rankings

(The-QS World University Rankings)

www.ucl.ac.uk

2010 World Rankings

- 1 University of Cambridge United Kingdom
- 2 Harvard University United States
- 3 Yale University United
- 4 UCL (University College London) United Kingdom
- 5 Massachusetts Institute of Technology (MIT) United States
- 6 University of Oxford United Kingdom

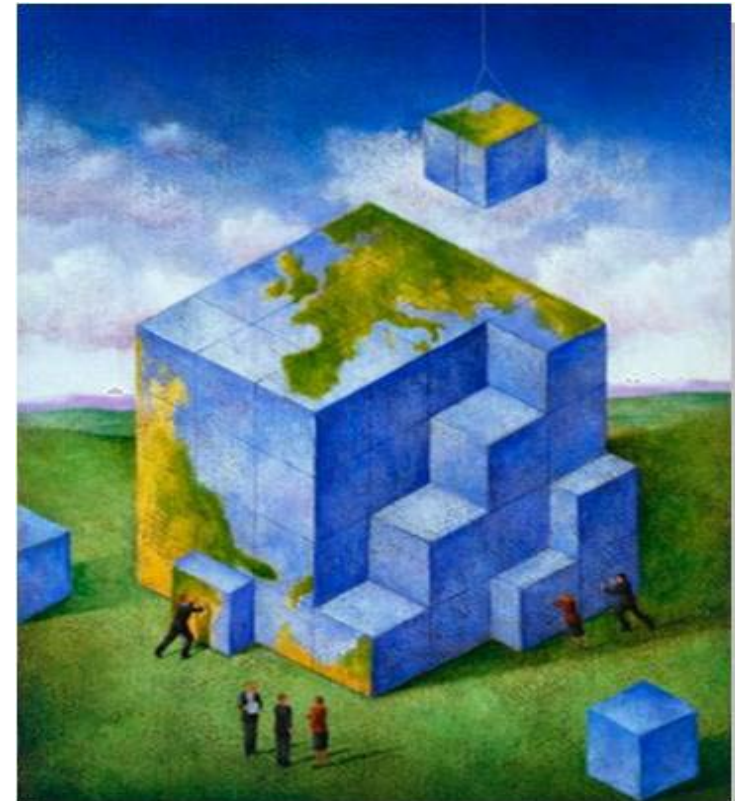
Our Strategic Objectives

- 1 **Sustainable** financial balance
- 2 **Efficiency**
- 3 **Improve** Patient Experience
- 4 Maintain **High Performing** Status
- 5 **Develop** Workforce and Education
- 6 Progress Capital Developments
- 7 Respond to the London Strategy Review
- 8 Develop **World Class** R&D

Mission Statement

UCLH is committed to delivering **top quality** patient care, **excellent** education and World class research.

- **Clear Vision & Objectives**
- **Inspirational Leadership**
- **Early Adoption**
- **Old methods/new building**
- **Champions**
- **First & Last Impressions**
- **Moments of Truth**





- **World Class Environments**
- **World Class Services**
- **World Class Support**
- **Winning Culture**

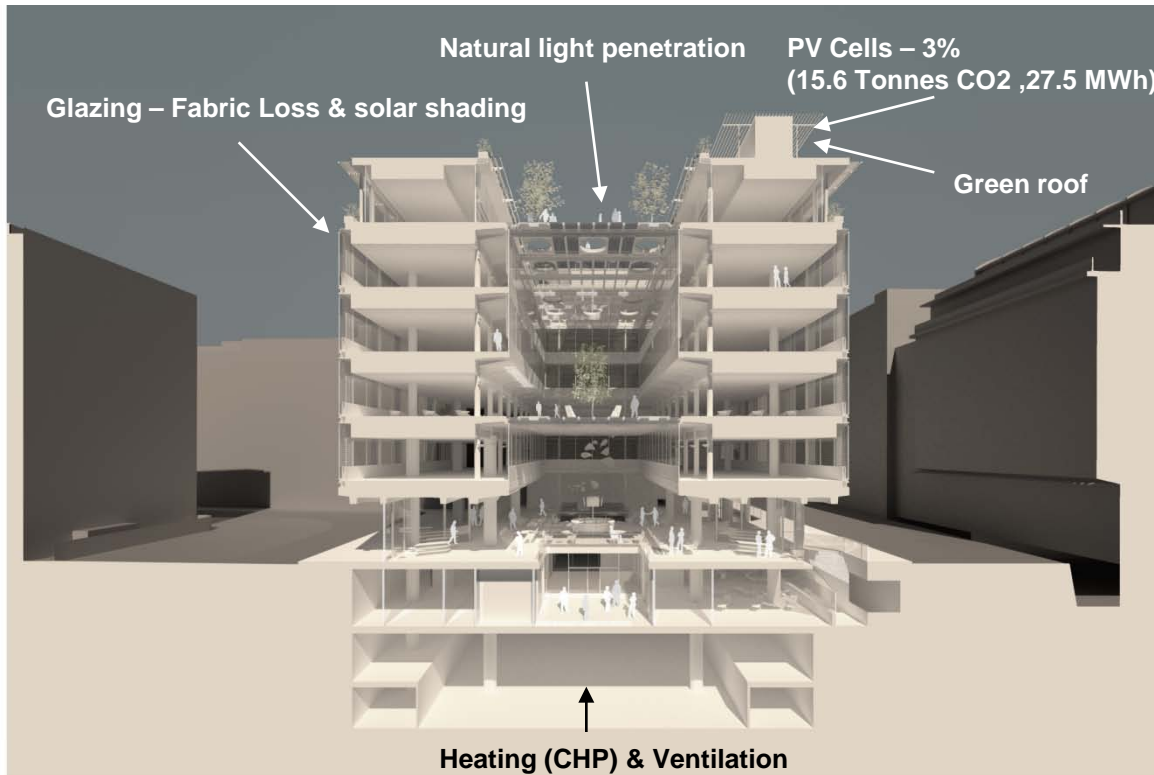
- **World Class Facilities a new mindset**

- **Credit Crunch?**

- **More than a built solution.....**



- Fit for purpose?
- New Technology
- Investment in building stock
- Estate Development - 40% of total stock less than 15 yr. old by 2010
- New build/refit/refurb
- Isolation/privacy/dignity/space



- Design Brief
- Material Selection
- Standardisation
- Comfort control
- Construction/Operation
- Whole Life View

‘Design it in’



Trevor Payne - Director of Estates & Facilities

World Class Facilities

Media Stories

Superbug kills surgeon who warned about hospital filth

I had to clean dad's hospital ward... but he still got MRSA

SUPERBUGS KILL 20,000 A YEAR

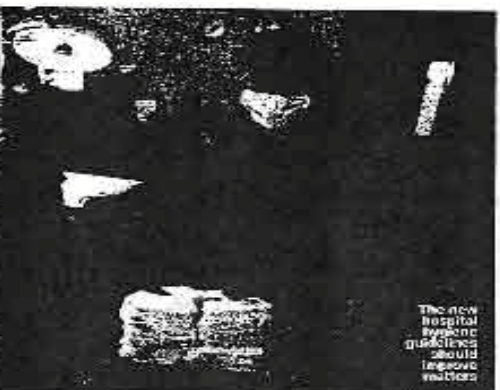
From Grateful Patient to Critical Customer



It took Michelle months to



MRSA is an antibiotic resistant bug



The new hospital hygiene guidelines should improve matters

The dirty 5000

hospitals killing patients a year

Thousands of people every year are falling sick after a stay in hospital. We find out why – and how you can reduce the risk of becoming one of them...

- ### What hospital should be do.
- 1 Stop prescribing so many antibiotics. The use of the antibiotic vancomycin has increased 200-fold, and such overuse leads to bacteria becoming resistant to treatment.
 - 2 Set up their own infection control team.
 - 3 Make sure their staff always wash their hands properly.
 - 4 Improve training for staff on how to reduce infections.
 - 5 Involve consultants more in controlling hospital infection – they should be setting an example to junior doctors.
 - 6 Give patients more guidance about how to reduce their own risks (like the Radcliffe Infirmary in Oxford which gives out leaflets).
 - 7 Do not reuse equipment unless it has been used only once – such as laparoscopy instruments.

Michelle's father, who had been in hospital for weeks, died of MRSA. Michelle, who had been in hospital for weeks, died of MRSA. Michelle, who had been in hospital for weeks, died of MRSA.

Michelle's father, who had been in hospital for weeks, died of MRSA. Michelle, who had been in hospital for weeks, died of MRSA. Michelle, who had been in hospital for weeks, died of MRSA.

Michelle's father, who had been in hospital for weeks, died of MRSA. Michelle, who had been in hospital for weeks, died of MRSA. Michelle, who had been in hospital for weeks, died of MRSA.

Michelle's father, who had been in hospital for weeks, died of MRSA. Michelle, who had been in hospital for weeks, died of MRSA. Michelle, who had been in hospital for weeks, died of MRSA.

Michelle's father, who had been in hospital for weeks, died of MRSA. Michelle, who had been in hospital for weeks, died of MRSA. Michelle, who had been in hospital for weeks, died of MRSA.

What you should do

- 1 Be assertive with medical staff. If they're not wearing gloves ask why not.
- 2 Ask to be discharged from hospital as soon as possible.
- 3 Discharge any visitors who have been in contact with you.
- 4 Make sure all visitors have washed their hands.
- 5 Ask to see the hospital's infection control nurse if you have any concerns about hygiene.
- 6 Boost up your immune system.

For more help
 Call the Patients Association (020 8629 5533) for advice if you think you've caught an infection in hospital.
 Write to the Infection Control Nurses Association, c/o



Filthier, Drumcross Hall, Rathgate EH8 4JT, for information on the hygiene standards hospitals should be following.



University College London Hospitals 
NHS Foundation Trust



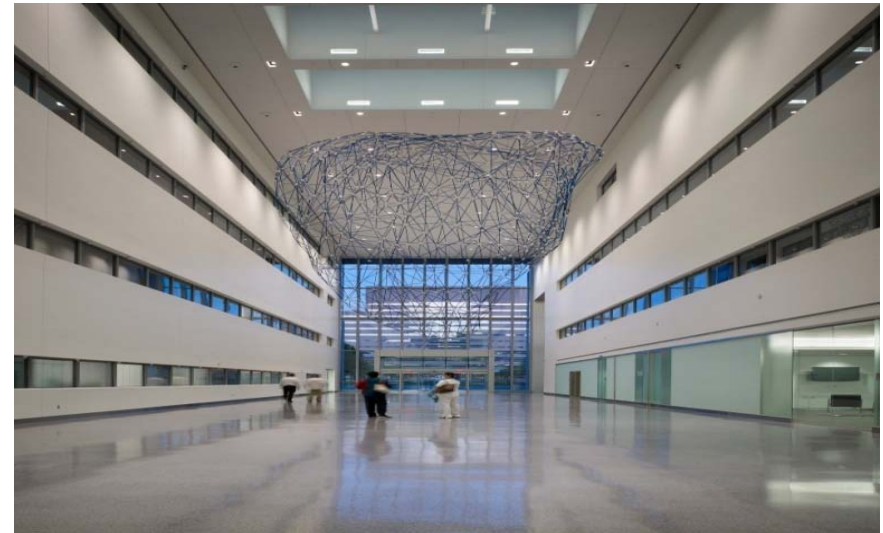
How do we get there?



- Partnership
- Culture
- Complete solution
- Lessons learned
- First & last impressions
- Flexibility and Resilience
- Evidence based – multi sector
- Innovation – pushing boundaries



- Basics to be right
- Support Delivery of Healthcare
- Continuous Improvement Indicators
- Safe pair of hands – Stay Out of Jail
- Solutions not problems
- Efficient Back Office
- Evidence



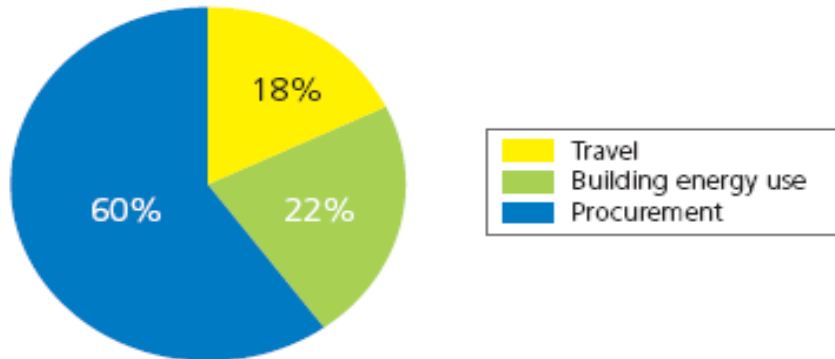


NHS Carbon Footprint – First Calculation 2008

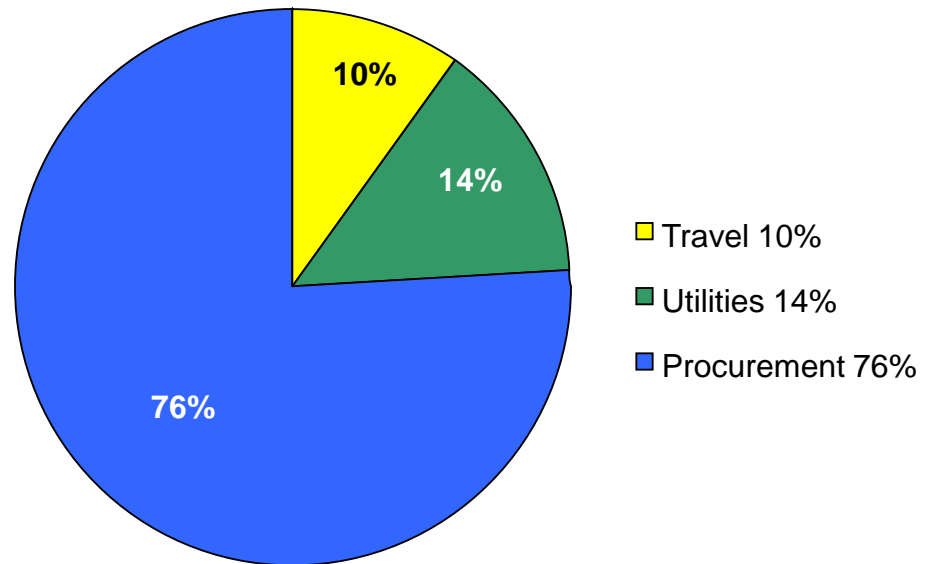
Equates to 25% of UK Public Sector Emissions

3.2% of Total UK Carbon Emissions
 Broken into three sectors:

Travel:	3.41 MtCO ₂	(18%)
Building energy:	4.14 MtCO ₂	(22%)
Procurement:	11.07 MtCO ₂	(60%)



UCLH



Within the NHS there is also a growing awareness of the indirect carbon impact that healthcare can generate

*Staff
Patients
Visitors*



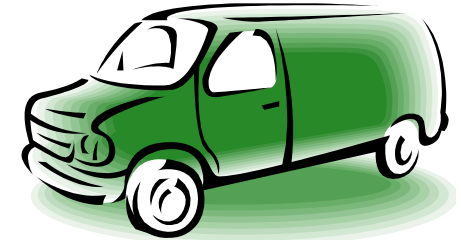
Pharmaceuticals



Food



**Own
Transport**



Laundry

Waste







- External Validation and Monitoring
- NHS Premises Code
- Peer Review / Word of Mouth
- 'It feels Right'
- Surveys Patient/Staff - Admission/Discharge
- First/Last Impressions
- The 'MMT'

- Positive or negative impact
- Getting basics right – consistently
- MRSA & Hygiene
- Efficient
- Way finding – ease of use
- Web sites & publications – virtual tours
- Sustainable FM
- Transport & Access
- Moments of Truth
- World Class Portal



Over to you.....